

Questions from County/Tribal Child Care Agency Conference Call 4/7/20

1. Has there been a change in the requirement that parents have 10 days to request changes in hours or other changes to authorization that are needed due to COVID-19? **Example:** Customer called 4/6/2020 and is requesting school days off from 3/16-3/20/2020, 3/30-3/31 and 4/1-4/24/202 due to COVID-19. The customer has not changed providers and continues to work at the same job with the same number of hours.

Are any exceptions being made for not requesting in 10 days?

At this time, we are waiving the 10-day requirement to request additional hours. However, since schools are closed, the best action is to end the 0-hour authorization, or the before-and-after school authorization for school-aged children and write a full time authorization if that is what the parent needs.

2. How do we handle CC Authorizations that are ending mid-May for Clients that are enrolled in Higher Education? Do we push them out, keeping the same number of hours until new renewal date?

Extend these authorizations to the renewal date, with the same number of hours.

3. How do we handle CC Authorizations that are currently ending on the last day of school for a school-age child? Extend it out, keeping the same number of hours until new renewal date?

Extend the authorization to the renewal date. For cases that had March renewals that were extended to June, extend the authorization through June. For cases that had April renewals that were extended to July, extend the authorizations through July.

4. Families that lose employment unrelated to COVID-19 are asking if they could get the ACTS (Activity Search Period) to start after the COVID-19 emergency is over?

No, Families who lose employment and it is not related to COVID-19 should be placed in ACTS. Agencies should not wait until after the COVID-19 crisis if the loss of approved activity was unrelated to COVID-19.

5. A call was received from a parent who had to quarantine for two weeks. She sent her children to stay with their father during this time frame. Her school-aged child did not have an authorization in place, and she is now requesting one. Under normal circumstances, the father would have to apply for his own authorizations, but are there any exemptions with COVID-19 emergency?

The father will have to apply if the authorization is to allow him to go to work.

6. We have a number of parents who called in right away when school was closed and increased the authorization to full time. Later, those parents found themselves out of work. We had entered the school child's authorization thru 6/30 as instructed. Do we have to worry about a full-time authorization being issued to the provider for April and May?

No, keep the authorization in place.

We had been instructing parents that the money was there should they need it, and if not, it will time off the card. But now I'm hearing that the funds will get transferred to the Provider even if the parent does not make the transaction.

Yes, that is true, over this past weekend unspent funds from March and April that were on EBT cards were transferred to the child care provider's bank account through an ACH process. Beyond

April, the Department will review the payment process for temporarily closed programs and determine payment approval for closed provider locations on a month-by-month basis.

7. How should we be treating the Provider Portal requests to end authorizations?
Do not end them at this time.
8. Is DCF sending a mailing or postcard to parents to continue to pay Wisconsin Shares from their card? Agencies may have difficulty putting together a mailing with limited staff on site, many agencies do not get much traffic via the provider and/or parent portals, and some agencies do not use email/text due to IT parameters.
DCF is planning a mailing to parents.
9. If there is an authorization already written for the current month, do we have to do PLBC as usual?
Yes, the need for completing a Post-Load Benefit Correction to change benefits after they have loaded for the month has not changed.
10. Will the April EBT funds (if not paid by the parent) be deposited in Provider's account through ACH?
Yes, it has already been done. This past weekend unspent March and April subsidy funds that were on a parents EBT card were transferred to a provider's bank account through the ACH process.
11. If the children are not attending the provider due to COVID-19 and are still paying the provider the Wisconsin Shares subsidy, should the provider still hold their slot open or can they fill the spot with another child.
The provider is encouraged to use this available vacant slot to provide care for essential personnel during this emergency. The original parent that has an authorization in place for child care to this location, but whose child is not currently attending, will need to communicate regularly with the child care provider and provide updates related to when the child is expected to return to care and together with the child care provider determine what child care space is available.
11. DHS has indicated that customer should be given 14 calendar days to provide verification. Has there been any extension of verification due dates for the Child Care program?
DCF has not given a blanket approval to allow 14 days to provide verification. Extensions should continue to be given by local agencies on a case-by-case basis.
12. We were given a list of authorizations that were due to end in April and May. Should we extend the April authorizations to July and the May authorizations to August?
Authorizations that were due to end in April should be extended through July. Do not act on the authorizations that are due to expire in May. Wait for further guidance later in April for this instruction.
13. We had a provider whose authorizations were due to end because the YoungStar Rating renewal was due in May. Will the YoungStar Rating Renewal be extended? What are providers responsible for in terms of YoungStar ratings, consultation, and applications during this state of emergency?
Providers are still required to complete, sign and submit their YoungStar renewal contract by the due date listed. YoungStar renewal contracts are automatically sent to providers 4 months before

the due date, with the due date listed on the cover letter. Once the renewal contract is received and processed by the local YoungStar Office, a provider's authorization can be extended. All YoungStar onsite services, including consultation visits and ratings, have been postponed during this emergency. Programs can still receive support from their YoungStar local office through phone calls, emails, or virtual meetings, if desired by requesting these services.

Information regarding how to submit a YoungStar renewal contract is available at:

<https://dcf.wisconsin.gov/youngstar/providers/contract>.

14. We have some parents who made changes to their authorizations prior to March 15, or whose authorizations have ended due to a change in eligibility requirements - those changes were made just as they should have normally been. Now some providers are curious about authorizations they would have had between March 1 -15, that have ended due to changes. Providers wonder if those authorizations should have been extended like those that were on the reports from the central office. Is it correct that we did not go back and extend those authorizations? **Authorizations that ended prior to DCF guidance for expiring authorizations and automated renewal extensions were not to be extended. Actions taken on cases prior to guidance related to COVID-19 still stands.**